GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2814
ANSWERED ON:19.12.2003
CALL CENTRES OF LIC
DHANI RAM SHANDIL

Will the Minister of FINANCE be pleased to state:

(a) whether Life Insurance Corporation has decided to set up more call centres in thecountry to provide information relating to services of LIC to its customers;

(b) if so, the details thereof, State-wise; and

(c) the number of call centers known as Info Centres are functioning in the country as on date, location-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANANDRAO VITHOBA ADSUL):

(a) The Life Insurance Corporation of India (LIC) has informed that they do not haveany immediate plans to open more call centres in the country.

(b) Does not arise.

(c) The total number of call centers known as info Centres functioning as on the datein the country are 8 which are located in Mumbai, Kolkata, Delhi, Chennai, Hyderabad, Bangalore, Ahmedabad and Pune.